

Income Maintenance Advisory Committee
Department of Health and Family Services
Division of Health Care Financing
January 16, 2003
Minutes

- County Attendees: **Ed Kamin**, Co-Chair, Kenosha Co. DHS; **Bob Macaux**, Florence Co.; **Shirley Ross**, LaCrosse Co.; **Jackie Bennett**, Racine Co. HSD; **Liz Green**, Dane Co. DHS; **John Rathman**, Outagamie Co.; **Sheryl Siegl**, Winnebago Co. DHS; **Michael Poma**, Milwaukee Co.; **Jane Huebsch**, Marathon Co.; **Sue Scmitz**, Waukesha Co.; **Nan Pahl**, Brown Co.
- State Attendees: **Susan Wood**, Co-Chair, DHFS/DHCF/BIMA; **Jim Jones**, DHFS/DHCF/BHCE; **Rick Zynda**, DHFS/DHCF/BIMA; **Amy Mendel-Clemens**, DHFS/DHCF/BIMA/Call Center; **Jodi Ross**, DHFS/DHCF/BIMA; **Sara Pynenberg**, DHFS/DHCF/BIMA; **Theresa Fosbinder**, DHFS/DHCF/BIMA; **Bernadette Connolly**, DHFS/DHCF/BIMA; **Cori McFarlane**, DHFS/DHCF/BIMA; **Essie Herron**, DHFS/DHCF/BIMA, Milwaukee Region; **Joanne Simpson**, DHFS/DHCF/BHCE; **Vicki Jessup**, DHFS/DHCF/BHCE; **John Haine**, DHFS/DHCF/BHCE; **Mike McKenzie**, DHFS/DHCF/BIMA; **Bob Martin**, DWD
- Administrative items: A representative from the IM sub-committees will provide a report to the IMAC. It was agreed to review two sub-committee reports at our monthly meetings.
- State Budget Update: Governor Doyle will present his proposed budget cuts on February 18, 2003. Susan Wood will report on the budget as it affects IM programs at the next meeting.
- Forms and Publications: The Committee reviewed the process for updating forms and publications specifically, printing publications vs. posting on our website. Publications include; handbooks, applications, help guides and other materials for both caseworkers and clients. Anything required by the state will continue to be printed for local agency use. Forms and publications that are not required will be available on the net and can be downloaded. DHFS will make available marketing brochures, when new programs are implemented. Brochures will be available for a limited time, and then fact sheets will become available on the website. Family Planning Waiver applications will be in the offices tomorrow (1/17/03). Food Stamp applications and Presumptive Eligibility forms have been reordered and will be available soon.
- DHCF Reorganization for IM Functions:

See chart below for listing of IM managers and functions.

New Area Administrators:

Northeastern Region- Cori McFarlane

Northern Region- Janice Tripp

Southeastern Region- Jim Hennon

Southern Region- Pam Lohouse

Western Region- Susan Rusboldt

The Committee requested list of the counties within each region.

Committee Reports:

- IT Committee

Jim Jones is now the State Co-chair of this committee. The committee is working on communicating CARES changes and making the online handbooks more effective. Two major issues being looked into are, quality control error reduction and data exchange reengineering. There are also some cost implications to the counties and the extra Internet use of the web-based forms. IT is working on providing a support line to the counties that will allow them into the state applications. A cost will show up for this only if there is not an available firewall in place.

- Program Simplification

Mike is now the DHFS Co-chair of this committee with Sheryl Siegel, the new local agency co-chair. See attached handouts.

- Family Planning Waiver

It was agreed to have a status report at the next IMAC meeting.

Strategic Plan for IMAC for 2003:

There are many changes to the sub-committees this year. This list will be updated once all the information is made available. See attached handout.

HANDOUTS:

DHFS IM Contact List

Last Name	First Name	Phone Number	E-mail address	Function
Amelong	Carol	(608) 266-1934	ameloca@dwd.state.wi.us	Food Stamp QA - Madison & Eau Claire RO
Fangmeier	Brian	(608) 266-2583	fangmbr@dwd.state.wi.us	Supervisor, Wisconsin Food Stamp Quality Assurance staff
Haine	John	(608) 261-7790	hainejj@dhfs.state.wi.us	Section Chief for IM Performance Evaluation
Johnson, Jr.	Robert	(414) 227-4751	johnsro@dwd.state.wi.us	Food Stamp QA - Milwaukee RO
Jones	James	(608) 266-9435	jonesjd@dhfs.state.wi.us	Deputy Director, Food Stamp and Medicaid Eligibility Bureau
McIlquham	Cheryl	(608) 261-6877	mcilqcj@dhfs.state.wi.us	Director, Food Stamp and Medicaid Eligibility Bureau - Policy, Systems (CARES), Communications (Call Center, Publications)
McKenzie	D Michael	(608) 266-0930	mckenmi@dwd.state.wi.us	Section Chief for Food Stamp Planning & Policy
Mendel-Clemens	Amy	(608) 266-8733	mendeam@dwd.state.wi.us	Section Chief for IM Communications - Call Center, Publications and Training
Riedasch	Scott	(608) 267-3524	riedasa@dhfs.state.wi.us	Section Chief for Medicaid Planning & Policy
Ryan-Tondryk	Evie	(608) 261-6862	ryaner@dhfs.state.wi.us	Section Chief for Systems Development and Analysis - CARES, MMIS Internet Applications, Data Warehouses
Simpson	Joanne	(608) 261-8358	simpj@dhfs.state.wi.us	Section Chief for IM Program Management - Budget, contracts, outreach and SeniorCare Processing Operation
Welch	Tony	(608) 266-6845	welcher@dwd.state.wi.us	Section Chief, Public Assistance Fraud Program
Woldt	Patricia	(920) 448-5332	woldtpa@dwd.state.wi.us	Food Stamp QA - Green Bay RO
Wood	Susan	(608) 261-4958	woodss@dhfs.state.wi.us	Director, Income Maintenance Administration Bureau
Zynda	Rick	(608) 266-9812	zyndari@dwd.state.wi.us	Deputy Director, Income Maintenance Administration - EBT & Fraud Program

Program Simplification Workgroup

Update for IMAC 01/16/03

Farm Bill Options

Simplification of resources

- General exclusion of all resources except cash, checking, and savings balances is undergoing legal review by USDA
- Policy change to exclude real property and eliminate verification requirement for assets has been proposed as interim simplification. CARES estimate has been requested.

Simplification of income

- Student Financial Aid excluded as income for FS effective 01/03/03.
- Other rare (blood/plasma sales; charitable contributions) sources of income may be excluded for FS and MA. Report to identify potential MA Program costs has been requested from Deloitte.

Change reporting Options

- Discussions continuing to identify pros/cons of all options including monthly, quarterly, semi-annual, status quo, and possible other waiver options for change reporting policy.

Next Steps

- Review other provisions of Farm Bill as they relate to this workgroup
- Discuss MA issues that need/could be brought to this workgroup
- Other assignments from IMAC?

IMAC Subcommittees – 2003 -- DRAFT

Subcommittee Name and Charter (Purpose/Scope)	Activities/ Issues	DHFS Membership
<p>IM, W-2, FSET AND CHILD CARE COORDINATION COMMITTEE</p> <p><u>2002 Charter (Purpose/Scope):</u> This group was created at the request of the W-2 Contract and Implementation (C&I) Committee to review Medicaid, Food Stamps, FSET, W-2 and Child Care issues that cross programs brought forth from the Workload Symposium. This committee will develop issue papers and recommend policy and process changes to meet the goal of creating a seamless delivery of work programs and supportive services.</p> <p>The committee is a formal subcommittee of the IMAC and the W-2 C&I Committee to focus on opportunities for integration and coordination between employment programs administered by DWD and supportive service programs administered by DHFS.</p> <p>The committee will be responsible for providing feedback on existing programs and procedures and for making recommendations on the design, implementation and evaluation of new initiatives that cross income maintenance programs and work programs. Recommendations are made to the IMAC and the W-2 C&I Committees</p> <p>-----</p> <p><u>2003 Charter (Purpose/Scope):</u> same as 2002</p>	<p><u>2002 Activities</u> The Work Plan on the web site currently shows a list of FSET issues. Some have been referred to other committees and some are still under review.</p> <p>-----</p> <p><u>2003 Activities</u></p>	<p><u>2002 Members:</u> Amy Mendel-Clemens</p> <p><i>Chaired by local agency representatives.</i></p> <p><i>Also includes members from DWS and other local agencies.</i></p> <p>-----</p> <p><u>2003 Members:</u> Cindy Booth Bernadette Connolly Sara Pynenberg</p>

Subcommittee Name and Charter (Purpose/Scope)	Activities/ Issues	DHFS Membership
<p>2002 Name: FOOD STAMP ERROR REDUCTION 2003 Name: QUALITY ASSURANCE</p> <p><u>2002 Charter (Purpose/Scope):</u> 14.2 of the County/State IM Contract established the FS Error Reduction Committee. The contract stated: "The Department agrees to work with counties using a jointly appointed technical work group comprised of equal numbers of state and county staff to jointly develop strategies to effectively address reducing Wisconsin's food stamp error rate. The technical work group will propose balanced strategies that specify actions at both the state and local levels needed to reduce the most costly errors. Options to be considered shall include, but not be limited to: additional training at a level of detail and specificity local agencies deem necessary, policy revisions to simplify the food stamp program, streamlined and current policy communication procedures, best local practices identified by agencies with low error rates, CARES programming to assure accuracy and promote effective use by line staff, and local reinvestment options for counties to offset penalty amounts."</p> <hr/> <p><u>2003 Proposed Charter:</u> The 2003 IM contract language was modified. It now states, "The Department agrees to work with local agencies using the IMAC and its subcommittees to jointly develop strategies to effectively address payment accuracy in the Food Stamp program. One of the subcommittees will function as a technical workgroup focusing on quality assurance to propose balanced strategies that specify actions at both the state and local levels needed to reduce the most costly errors."</p> <p>This subcommittee will develop and recommend strategies for quality assurance compliance in the IM program. Issues to be addressed include customer service and payment accuracy. In addition, this work group will develop the standards by which penalties may be imposed and/or incentive payments may be made to counties based upon measurable performance standards. This will also involve ensuring the appropriate implementation of performance standards from modifying contract language to identifying appropriate funding mechanisms.</p>	<p><u>2002 Activities</u></p> <ol style="list-style-type: none"> 1. Alerts (will transfer back to IT committee) 2. Data Exchange (will transfer back to IT comm.) 3. Fraud/change reporting 4. FS Case Management 5. Formula to return some investment dollars to the local agencies. <hr/> <p><u>2003 Activities</u></p> <ol style="list-style-type: none"> 1. Performance Standards-By July review current contract requirements, review federal FS performance standards for applicability for IM QA purposes. Also review other potential performance standards, incentive funding for fraud and agency preventable errors. Make recommendations on contract language changes and funding. 2. Coordination of error reduction strategies (including review of results of the MEQC, FS error reduction issues). 	<p><u>2002 Members:</u> <i>Chair: Marcia Williamson</i> Linda Auchue Lisa Hanson Tom Sandholm Essie Herron Vicki Jessup Mike McKenzie Sara Pynenberg Phyllis Rehm Edie Sprehn (?DWD) Evie Ryan-Tondryk Jenny Thompson Staci Wanty Marcia Williamson</p> <p><i>Co-Chaired by Jackie Bennett. Also includes local agency representatives and DWD.</i></p> <hr/> <p><u>2003 Members:</u> <i>Chair: John Haine</i> Joanne Simpson Bernadette Connolly Lisa Hanson Vicki Jessup Marilyn Rudd Marcia Williamson</p>

Subcommittee Name and Charter (Purpose/Scope)	Activities/ Issues	DHFS Membership
<p>TRAINING and TECHNICAL ASSISTANCE</p> <p><u>2002 Charter:</u> N/A</p> <p><u>2003 Charter:</u> This subcommittee was created in 2003 to evaluate all aspects of the training and technical assistance service and delivery model for Income Maintenance agency workforce. This includes the availability and timeliness of training and technical assistance for all experience levels of IM workers.</p>	<p><u>2002 Activities:</u> N/A</p> <p><u>2003 Activities:</u> <ol style="list-style-type: none"> 1. Create inventory of IM worker experience levels 2. Create inventory of training currently available at each level 3. Determine the technical assistance needs of the local agencies 4. Provide a suggested service delivery model for both training and technical assistance. </p>	<p><u>2002 Members:</u> N/A</p> <p><u>2003 Members:</u> <i>DHFS Co-chair: Theresa Fosbinder</i> <i>County Co-chair:</i> Cindy Booth Dave Hippler Melissa Otter Gerry Mayhew, DWD </p>

Subcommittee Name and Charter (Purpose/Scope)	Activities/ Issues	DHFS Membership
<p>IT</p> <p><u>2002 Charter (Purpose/Scope):</u></p> <ol style="list-style-type: none"> 1. Represent the interests of local agencies in strategic planning for automation efforts. 2. Identify problems, explore options and make recommendations for IT systems improvements to DHFS and DWD; and 3. Recommend appropriate communication channels between the local agencies and DHFS and DWD about priorities, concerns and work in progress <p>Systems included within the scope of the IT subcommittee:</p> <ol style="list-style-type: none"> 1. CARES 2. SSI/Medicaid system 3. EBT Systems 4. MMIS 5. State Supplemental SSI Payment System <hr/> <p><u>2003 Charter (Purpose/Scope):</u></p> <p>Same. In addition, this workgroup needs to coordinate with the CARES subcommittee of the C&I subcommittee of the W-2 Advisory Committee.</p>	<p><u>2002 Activities</u></p> <ol style="list-style-type: none"> 1. Improve communication process regarding CARES related changes 2. Improved driver flows 3. Work with FS Error reduction committee on alerts 4. Provide guidance to agencies on running state supported applications 5. Plan county IT conference (Summer '03) 6. CARES notice improvements 7. Change center requirements definition 8. Advisory role in the data exchange improvement committee(s) 9. Advisory role to CARES enhancements – FS QC improvements efforts 10. Improve MA deductibles process 11. Medicare premium assistance improvements 12. IMAC web site set up <hr/> <p><u>2003 Activities</u></p> <p><i>A. Short and Intermediate Range Local Issues:</i></p> <ol style="list-style-type: none"> 1. Communications 2. Policy Resources 3. Online Handbooks 4. Change Center/Tech Support <p><i>B. Longer Range CARES Plans</i></p> <ol style="list-style-type: none"> 1. Sequencing of Work 2. Technical requirements for the future <p><i>C. Other Specific Topics</i></p> <ol style="list-style-type: none"> 1. Explore interfaces between systems and the need when possible to update information automatically with proven/verified data. 2. Advise counties on technical needs associated with changes based on recent DHFS planning. 3. Child care payment system 4. Fully explore issue of proposal to move W-2 and child care out of CARES. 5. Explore a common client index for multiple systems 	<p><u>2002 Membership:</u></p> <p><i>Chair: Bob Martin</i></p> <p>Theresa Fosbinder Jim Jones Kathy Luedtke Amy Mendel-Clemens Mike McKenzie</p> <p><i>Co-chaired by Debbie Bigler</i> <i>Also includes members from local agencies and DWD</i></p> <hr/> <p><u>2003 Membership:</u></p> <p><i>DHFS Chair: Jim Jones</i> <i>County Co-Chair: Debbie Bigler</i></p> <p>Bob Martin Evie Ryan-Tondryk Theresa Fosbinder Barb Mikkelsen Sara Pynenberg Laurie Teubert</p>

Subcommittee Name and Charter (Purpose/Scope)	Activities/ Issues	DHFS Membership
<p>2002 Name: PROGRAM SIMPLIFICATION</p> <p>2003 Name: PROGRAM POLICY COORDINATION</p> <p><u>2002 Charter (Purpose/Scope):</u> Created by the Administrator of DES to review issue papers and policy documents and recommend policy and process changes to meet the goal of a more simplified application, redetermination, and eligibility determination process for customers and local agencies.</p> <p>-----</p> <p><u>2003 Charter (Purpose/Scope):</u> same</p>	<p><u>2002 Activities:</u></p> <ol style="list-style-type: none"> 1. Uniformity across programs. Evaluate the options available to the state for standardizing policy and process across FS and MA and other public assistance programs, including the new options enacted in the recent reauthorization of the Farm Bill. 2. Eliminate duplicate activity in processing disability applications across the DHFS Disability Determination unit and the Social Security Administration 3. Design/update standard communication protocols from state to local agencies on policy and procedural clarifications and changes. <p>-----</p> <p><u>2003 Activities.</u> Same</p>	<p><u>2002 Members:</u> <i>Chair: Mike McKenzie</i> Carol Amelong John LaPhilliph Amy Mendel-Clemens Sara Pynenberg Rick Zynda Brian Fangmeier Jim Jones Marilyn Rudd Edie Sprehn</p> <p><i>Also includes representatives from DWD, local agencies and an advocacy group (LAW)</i> <i>Attendees have also included WICAP, WCCF, AFSCME. DOA, Hunger Task Force</i></p> <p>-----</p> <p><u>2003 Members:</u> <i>DHFS Co-Chairs: Mike McKenzie and Scott Riedasch</i> <i>County Co-Chair: Sheryl Siegel</i> Amy Mendel-Clemens Carol Amelong John LaPhilliph Sara Pynenberg</p> <p>?Kathy Luedtke</p>

Subcommittee Name and Charter (Purpose/Scope)	Activities/ Issues	DHFS Membership
<p>2002 Name: WORKLOAD ISSUES 2003 Name: WORKLOAD AND FINANCING ISSUES</p> <p><u>2002 Charter (Purpose/Scope):</u> Created as an ad-hoc committee in 2001 by agreement of the DWD and DHFS administrators and the WHCSA IM Technical Advisory Committee to assess all options to relieve workload at the local level, including the possibility of increased administrative funding.</p> <p>The committee focuses on four issues: The formula for distribution of IM funds, IM contract language, Justification for a funding increase, and opportunities to modify work processes to relieve workload.</p> <p>-----</p> <p><u>2003 Charter (Purpose/Scope):</u> Created as an ad-hoc committee in 2001 by agreement of the DWD and DHFS administrators and the WHCSA IM Technical Advisory Committee to assess all options to relieve workload at the local level, including the possibility of increased administrative funding. In recognition of the ongoing nature of the work associated with balancing funding and workload, the committee will become a formal subcommittee of the IMAC effective January 2003.</p>	<p><u>2002 Activities:</u></p> <ol style="list-style-type: none"> 1. The formula for distribution of IM funds 2. IM Contract Language (reviewed and approved both the 2002 and 2003 contract language) 3. Justification for funding increases, including research and data analysis to build a “full-funding” model. 4. Administrative changes to streamline/relieve workload at the local level.. (Discussion about business process that have the potential to reduce costs and improve customer service. Prioritize the list and do a cost/benefit analysis for ideas with the most potential) <p>-----</p> <p><u>2003 Activities</u></p> <ol style="list-style-type: none"> 1. Amount of funding for IM programs. 2. Methodology for distribution of IM funds and for costing out potential program changes (up and down) 3. Cost allocation, including impact of the Random Moment Time Study on local administrative funding 4. Program coordination including with DWD run programs and work o the C&I subcommittee of the W-2 Advisory Committee. Also includes proposal to move child care and emergency assistance to DHFS along with funding and then require counties to perform these functions so that child care and emergency assistance can be tied to other safety net programs. 5. IM contract language 6. Opportunities to modify work processes to relieve workload. 	<p><u>2002 Members:</u> Susan Wood Cheryl McIlquham</p> <p><i>Also includes local agency representatives</i></p> <p>-----</p> <p><u>2003 Members:</u> DHFS Co-chair: Susan Wood County Co-chair: Ed Kamin Cheryl McIlquham Joanne Simpson John Haine Bernadette Connolly Jodi Ross</p>